

RULES AND REGULATIONS :

KANOPEE VILLAGE

1. Terms of entry

Nobody is authorized to enter, settle or stay on a campsite without the previous authorization of the manager or manager's representative who has to make sure that the campsite is correctly maintained and that the rules and regulations are respected.

By staying on the campsite you agree to accept and comply with these rules and regulations.

The site is classified a 'leisure touristic site', only those having a fixed permanent address may stay. No one may set up residence on the campsite.

2. Reception

Open from 8h30 to 12h and from 15h to 19h from Monday to Sunday.

The information centre provides full information on campsite facilities, where to purchase food, sports facilities, interesting sights and useful addresses. A system for collecting and processing complaints is at customers' disposal. Complaints will only be dealt with if they are signed, dated, as precise as possible and concern recent events.

3. Police formalities

Anyone staying at least 1 night on site must present to the management an ID card (and complete the formalities as required by the police).

Pursuant to article R 611-35 of the Code of Entry and Residence of Foreigners and Asylum Rights, the manager is bound to ask customers of foreign nationality to complete and sign an individual police file («fiche individuelle de police») on arrival. This must include, notably:

1° Your last name and first names;

2° Your date and place of birth;

3° Your nationality;

4° Your usual place of domicile.

Children under 15 may be included on the file of one of the parents.

4. Setting up

The open-air accommodation and related equipment must be mounted on the pitch indicated to you by the campsite manager or the manager's representative. One vehicle per pitch is authorised. 2 vehicles per accommodation and these must be parked on the allocated area. The maximum capacity of a camping pitch is 6 people. The maximum capacity of an accommodation depends on the bed space in each accommodation as indicated by the management. The installation on a camping pitch must not exceed 30% of the surface area. This includes maximum: 1 caravan, 1 soft awning. The caravan must keep its possibility of mobility, its wheels and its tow bar, no fixed obstacle should prevent its evacuation.

5. Payment

Payments must be made at reception during opening hours. The prices of the different services provided are displayed at the entrance to the site, in the reception area, and on the website. The amount due depends on the number of nights stayed on site. Any camping pitch not liberated before 12pm or any accommodation not liberated before 10am will incur the cost of the following night. Payments are due according to the general terms and conditions of sale as stipulated in the brochure and on the website. Campsite users are requested to tell the reception the day before they expect to depart. Campers having the intention to leave before the opening hours of reception, must complete any outstanding payments the day before.

6. Insurance

You are reminded that everyone is subject to a civil liability. An optional cancellation guarantee is available. The conditions are stipulated on the website.

7. Noise and silence

Customers are requested to avoid making any noise or conversing in a way which may disturb their neighbours. As a consequence sound systems must be turned down. Please close car doors and boots as quietly as possible. Dogs and other animals are only allowed if kept on a lead. They should not be left alone on the campsite, even if they are locked up, in the absence of their owners, who have civil liability for them. Complete silence is required between 11pm and 7am.

8. Visitors

Campsite customers may welcome visitors who must present themselves to the campsite reception. After being authorized by the manager or manager's representative, visitors will be allowed to enter the campsite under campers' responsibility. If the visitors are accepted on site, the campsite customer welcoming them must pay a fee, after which the visitor may have access to campsite services and installations. These charges are displayed at the entrance to the campsite and in reception. Visitors arriving outside reception opening hours, must call the on-site security guard to check in. Visitors' cars are not allowed on the campsite.

9. Traffic and parking

Must be adhered to according to the signs on the site. Under no circumstance is any motorised vehicle permitted to do more than 10 km/h on site. In the case, the vehicle may be expelled from driving on-site by the management or other authority. Traffic on site is not allowed between 22h30 and 6am. In the event of a medical emergency, please contact the on-site security guard. The mobile phone number is displayed at reception.

Only campers staying on the campsite may drive their vehicles within the campsite precincts by using their personal access code which may not be given to anyone else. It is strictly prohibited to park on pitches reserved for accommodation unless a parking space is provided for this purpose. Parked vehicles may not obstruct traffic or prevent newly arrived customers from occupying their pitch.

10. Upkeep of the campsite and its facilities

Campers must not behave in any way which could compromise the cleanliness, hygiene or appearance of the campsite or its facilities, especially the sanitary installations. Smoking is or vaping is strictly prohibited in communal areas and in all the accommodation.

It is not permitted to throw waste water onto the ground or down the drains. It must be disposed of through the installations reserved for this purpose. It is prohibited to wash clothes and utensils anywhere except in the sinks provided.

Toilets must be emptied in the chemical toilet points available for this purpose.

Wash blocks must be left clean by campsite customers and may not be used when cleaning is in progress.

Household refuse and recycling, scraps of any kind and papers must be disposed of into the bins at the entrance to the site, and we ask you to recycle: glass, paper, plastic...

Users must adhere to the signs displayed on each container. It is strictly forbidden to leave your household waste in the wash block bins.

Washing can be hung out in the drying room. However it may be hung out near the tents and caravans until 10am providing it does not cause annoyance to the neighbours.

Fly-tipping is forbidden throughout the site. Heavy and bulky material and objects (white goods, televisions, sofas, pallets, paint, batteries, rubble, aerosols, toxic products, gas bottles, combustibles etc) are not permitted in the recycling area. They must be disposed of at the town of Trévooux local tip, during its opening hours.

Do not damage trees, plants and flowers. It is not permitted to hammer nails into trees, cut branches or plant vegetation.

A 3 meter wide passage at the end of a pitch and 1m wide along hedges must be maintained for maintenance of vegetation. No additional gravel or marking off pitches by yourself is allowed. Do not dig holes in the ground. Any repairs for damage made to plants, fences, campsite land or installations are payable by the offender. During their stay, campers must maintain the pitches in the same state as they found them when they arrived.

11. Security

Despite the site being secure, campsite users are asked to take necessary precautions for the security of their belongings and must alert the management of the presence of any suspicious person. As a result, the management declines all responsibility, and no recourse against the site will be accepted. The management holds no responsibility for any objects left in the campsite safe. Outside opening hours of reception, the site security guard ensures the welcome of customers as well as any intervention, or measures necessary for the safety and security of campsite customers. Children must be accompanied and remain the responsibility of their parent or guardian.

a) Fire

Open fires (wood, charcoal, etc.) are strictly prohibited. Stoves must be kept in good condition and must not be used in hazardous conditions (in the vicinity of accommodation or vehicles).

In the event of a fire, after having notified the fire brigade, notify the campsite manager immediately. Campers may use the fire extinguishers if necessary. A first-aid kit is available at reception.

b) Theft

The management is responsible for objects left at the reception and is also liable for general surveillance of the campsite. Campers are responsible for their own pitch and must warn the management of anything suspicious. Although the campsite is supervised, campers are requested to take the usual precautions surrounding their possessions.

c) Alcohol

Article L3342-1 of the Code for Health and Safety states: "Sale of alcohol to under 18's is prohibited. Giving alcohol to under 18's free of charge is also prohibited in all public areas or shops. Any person serving alcohol may ask for ID to establish their age". These regulations apply to the whole site, including refreshment areas, whether permanent or temporary. Consumption of alcohol by minors

on site is strictly prohibited.

d) Drugs

It is strictly prohibited to use, possess or sell drugs or any illicit substance, at risk of expulsion from the site.

12. Games

No violent games or games that could cause annoyance to other campers are allowed close to the campsite facilities. Children must be supervised by a parent or guardian at all times. Group games may only be played if they are properly organised and supervised by the site entertainment staff.

13. Unoccupied tents and caravans

As a general rule, pitches must be cleared of all equipment. Unoccupied tents or caravans may only be left on the campsite with the campsite manager's approval and on the pitch designated.

14. Signage

These current rules and regulations are displayed at the entrance to the site and in the site reception. A copy can be obtained on request on our website www.kanopee-village.com. The campsite is classed a 3 star tourist site according to the classification dated 29 May 2018 C01-047401-003. The capacity of customers on site (number of pitches): 213. 30 'comfort' and 'grand comfort' pitches and destined for exclusive use for accommodation with relevant connections (caravans, motor homes, HLL). 183 bare camping pitches. Prices and options are communicated to the customer according to the minister for commerce.

15. Rights of Image

You may be photographed or filmed by the campsite team during your stay and you may feature in campsite marketing material. If you do not wish to partake, please let the campsite management know in writing at your arrival.

16. Animals

Pets are allowed except those classified as dangerous (1st or 2nd category, and dogs over 12kg). All pets must be kept on a lead, and walked outside of the campsite. Do not leave your pets alone in your car, caravan or accommodation. Pets are not allowed into the swimming pool complex. On arrival, you will be asked to provide a photocopy of the up-to-date vaccination record.

17. Infringement of these rules and regulations

Should a camper disturb other campers or refuse to comply with these rules and regulations, the manager or manager's representative is entitled to issue formal notice, either orally or if necessary in writing, to stop the disturbance. In the case of serious or repeated infringement of these rules and regulations after formal notice has been served by the manager, the manager may terminate the contract. In case of a criminal offence, the manager may call the police.

Other:

Capacity: If the number of people exceeds the capacity of the accommodation, and without prior notice, the management reserves the right to refuse the additional people or to charge a supplement. Any modification or rupture of the contract shall be considered the customers choice.

Visitors: All visitors remain the responsibility of those inviting them. Access to the pool complex is not permitted to any visitors. All visitors must avoid any disturbance of the cleanliness, hygiene, property or the campsite.

Litigation: Any complaints must be made on taking possession of the accommodation. Complaints will only be taken into consideration if made within a delay of 1 day from taking possession of the accommodation. A member of management will come and see for themselves. In the event of minor problems (incomplete crockery, equipment not functioning...) please let a member of staff know who will attempt to rectify the problem as soon as possible.

Departure: Customers should let the reception know of their departure at least the day before. Customers intending to leave before the opening hours of reception must pay any outstanding payments the day before.

Business: Any unauthorised business is forbidden on the campsite. Customers must abstain from all types of propaganda and/or commercial practice, political or religious.